



Service Bulletin

PRELIMINARY INFORMATION

Subject: Intermittent Unable to Charge from DC Fast Charge

Models: 2014-2016 Spark EV

Built Prior to VIN Breakpoint GC570155

Equipped with PROVISIONS-FAST CHARGING ACCOMMODATIONS (RPO CBT)

This PI has been revised to add the 2016 Model Year and a VIN Breakpoint. Please discard PI1382.

Condition/Concern

Some customers may comment on the vehicle not charging when using a DC fast charge coupler, or that the coupler had to be reinserted or "jiggled" before a charge was initiated.

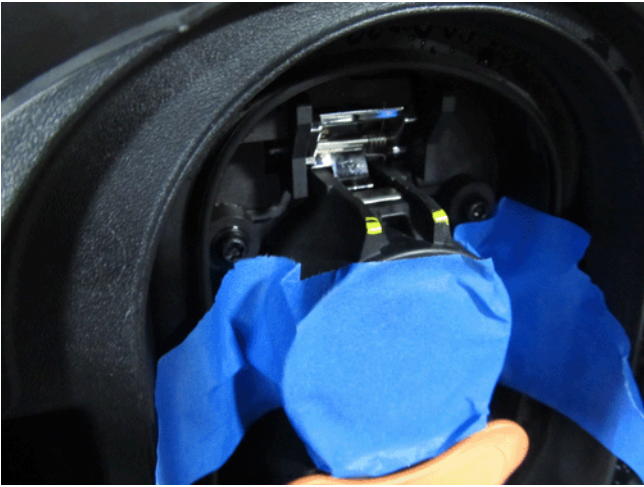
This condition may be caused by interference between the DC fast charge coupler and the vehicle charge port receptacle. The presence and severity of the concern can vary between DC fast charge stations.

Recommendation/Instructions

If this condition exists, follow the procedure below.

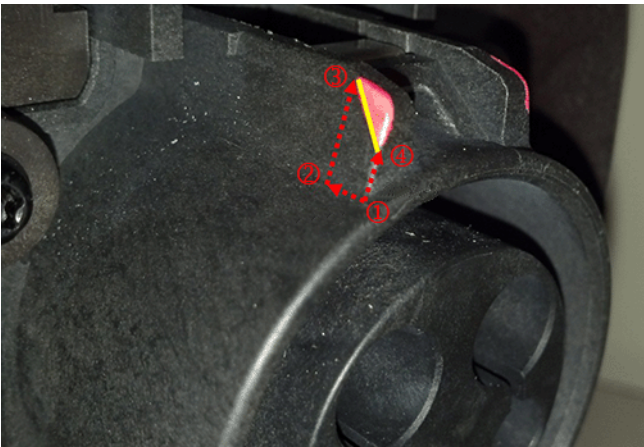


1. Open the lid to the charge port receptacle.



2. Mask off the charge port so that no debris can enter the plug area, leaving exposed upper guides.

Note: Upper receptacle guides are marked in yellow for illustration purposes only.



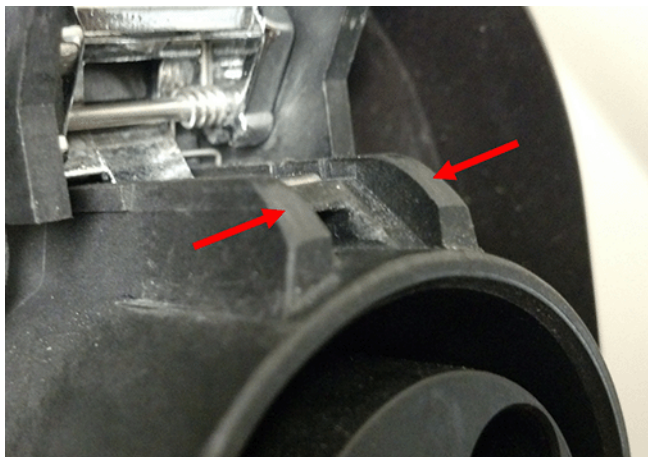
3. Starting at point "1" as shown above, measure 6 mm to point "2" and 3 mm to point "4." The material above that mark (shown in red above) will be the material removed. Repeat on second receptacle guide.

Important: It is important to follow the dimensions as given above to ensure the interference concern is addressed.



4. Using a file, remove material from both upper guides of receptacle as shown above.

Important: Do not damage the inner seal of the receptacle. Recommend taping the end of file to protect the seal.



5. After filling down the guides, use fine sand paper to remove any burrs or rough edges as shown above. Remove tape and ensure no residue is present.
Important: Do not use solvents that could damage the receptacle when cleaning any residue. Recommend wiping clean with an emery cloth.
6. Using a compressor, clean area of any left over debris.

Warranty Information

For vehicles repaired under the Bumper-to-Bumper coverage (Canada Base Warranty coverage), use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation	Description	Labor Time
5080168*	Reshaping Charge Port Receptacle	0.3 hr
*This is a unique Labor Operation for Bulletin use only.		

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



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